



Jake Morrison

CONFLICT COACHING



Workplace Conflict

Conflicts are inevitable in organisations and can damage relationships and lead to wider discord. Over the past year, a third of UK workers have experienced interpersonal conflict, and 15% have been bullied over the past three years. The cost of conflict to UK organisations is estimated to be £28.5 billion per year, with impacts including damage to morale and team relationships, increased workplace stress, time off work, resignations, and dismissals. Managing conflict and having difficult conversations are the top two challenges for leaders at all levels, and embedding effective ways to resolve conflict is an important task for HR leaders.



What is Conflict Coaching?

Conflict coaching is a process where, through one-to-one support, individuals are guided through learning new skills to improve interactions with others and explore how to manage conflicts.

It is future-focused and not designed to delve into the past. It's about how to use these skills moving forward.

I use the **New Ways for Work®** coaching model, a skills-based coaching process to strengthen or gain four key conflict resolution skills.

It is designed to be simple and repetitive so that we can apply these skills in our everyday lives - particularly in the workplace - even during stressful times.

This coaching is suitable for anyone interested in improving their interpersonal skills at work, including those who haven't had any conflict problems and for those with potentially higher conflict experiences.



The four key skills

The four key skills explored through the coaching process and workbook are:

1. Flexible thinking
2. Managed emotions
3. Moderate behaviours
4. Checking yourself

There are three key sessions to the coaching and several optional add-on sessions.

If you want to discuss this coaching in a short call, please email info@jakemorrison.co.uk or [schedule a video call](#).

PLEASE NOTE: I do not provide therapy or counselling.

4 Big Skills™ and New Ways for Work® are ©2023 High Conflict Institute LLC. All rights reserved. These are registered trademarks owned by William A. Eddy, exclusively licensed to High Conflict Institute.

Three key sessions

1. Problems or Issues to Discuss

Exploring the problems or issues you want to address in the coaching, identify general goals and plans for the sessions.

2. The Four New Ways Skills

1. Flexible thinking
2. Managed Emotions
3. Moderate Behaviours
4. Checking Yourself

3. Review and Personal Goals

Continuing Session 2 (Four New Ways Skills), review where you are at, and if this is the final session - discuss how to take this forward.

Cost

£350

Three sessions of mediation

- Problems or issues to discuss (Session 1)
- The Four New Ways Skills (Session 2)
- Review and Personal Goals (Session 3)

Further optional sessions

Discuss with your coach about any of the sessions below which you may find useful. This can be discussed at session 3.

Flexible Thinking:
Managing Emotions

Managed Emotions:
Calming Yourself

Managed Emotions:
Staying Calm Around Others

Moderate Behaviours:
BIFF Responses to Hostile Email

Moderate Behaviours:
Avoiding Extreme Behaviours

Checking Yourself:
And availability for further work on any of the above topics /refresher.